

CLAIMS

What is claimed is:

- 1 1. A method for processing an error in a service order in an accounts receivable system where
- 2 the system includes a database that includes a plurality of error processing selection based on
- 3 the error type. The database may also vary as a function of the payor for the service order.
- 4 The system processes the error based on the determined error processing selection,
- 5 comprising the steps of: *(a)*
- 6 a) determining the error type of the error;
- 7 b) accessing a database including a plurality of error processing selection for different error
- 8 types to determine the error processing selection for the determined error type; and
- 9 c) processing the error using the determined error processing selection.

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